



North Carolina Department of Health and Human Services

Division of Information Resource Management

2015 Mail Service Center • Raleigh, North Carolina 27699-2015

Tel: 919-855-3000 • Fax: 919-733-8871

Michael F. Easley, Governor
Dempsey Benton, Secretary

Karen Tomczak, Chief Information Officer

December 5, 2008

MEMORANDUM

TO: Sherry Bradsher, Director, Division of Social Services
Tara Larson, Interim Director, Division of Medical Assistance
Dennis Streets, Director, Division of Aging & Adult Services
Cyndie Bennett, Director, Division of Child Development
Laketha Miller, DHHS Controller
Dr. Mike Lancaster and Leza Wainwright, Co-Directors, Division of Mental Health,
Developmental Disabilities and Substance Abuse Services
Jan Withers, Director, Division of Services for the Deaf and Hard of Hearing,
Debbie Jackson, Director, Division of Services for the Blind Director
Linda S. Harrington, Director, Division of Vocational Rehabilitation Services
Leah Devlin, Division of Public Health Director

FROM: Angela Taylor, Associate, Social and Economic Applications Management Unit

RE: Extended Online Legacy Application Availability

On July 9, 2008, the Division of Social Services (DSS) requested that the DIRM Social and Economic Applications Management (SEAM) Unit conduct an analysis of whether the online access for the Eligibility Information System (EIS) and the Food Stamps Information System (FSIS) could extend hours to provide additional availability. DSS' request was made on behalf of the counties after the division received inquiries from several counties that were considering converting to a four-day work week to reduce commuting costs, allow county offices to stay open later and generate potential savings on annual utility bills.

In an effort to continue to provide improved customer service, DIRM has reviewed the possibility of extending online availability for several applications used by divisions and counties. Based on an analysis of customer on-line availability needs, it has been determined that DIRM can extend the availability of some of the key DHHS applications. Today DIRM provides customer support services through its sections from 7:00 a.m. to 5:30 p.m. Monday through Friday except for state employee holidays. The extended online availability will change DIRM's support hours to 7:00 a.m. to 7:30 p.m. Monday through Friday. DIRM will provide service support after 5:30 p.m. Monday through Friday via on-call support. Division and county staff needing support are to contact DHHS IT Customer Support at 919-855-3200. For additional details, please refer to

DIRM's website at <http://www.ncdhhs.gov/dirm/>.

Enclosed is a list of those applications that will be extended effective December 15, 2008. Please inform staff and counties of the extended application availability and the on-call support that will be provided. Thank you.

Enclosure (1)

cc: Karen Tomczak
David Rankin, Deputy Director, DIRM
Bill Morton, DHHS IT Customer Support
Debbie Liverman, DIRM
Joey Prince, DIRM
Bob Andersen, DIRM
Shawn Holland, DIRM
Mike James, DIRM
Vernon T. Brown, DIRM
Pyreddy Reddy, DHHS Privacy and Security Office
Hank Bowers, DSS
Linda Owens, DAAS
Regina Brooks, DCD
Cherolyn Russell, DIRM
Gary Imes, DMH/DD/SAS
Marvin Gilmore, DSB
George Maldonado, DIRM
Jimmy Chappell, DVRS
Larry Forrister, DPH